Consumer Disputes Redressal Forum, NOIDA has passed orders on 19.6.2003 to pay the refund of fare with 8% interest along with compensation with cost to the complainant on account of air-conditioning failure in train No. 2426 Rajdhani Express ex. Jammu Tawi to New Delhi. An appeal has been filed before the State Consumer Disputes Redressal Commission, Lucknow on 15.7.2003 agains the orders of District Consumer Disputes Redressal Forum, NOIDA. Stay has been granted by the Court on 16.7.2003.

Facilities at Railway Stations in Orissa

694. MS. PRAMILA BOHIDAR: Will the Minister of RAILWAYS be pleased to state:

(a) whether Government are aware that passengers are facing problems due to non-availability of facilities at various Railway Stations in Orissa;

(b) the details of Railway Stations in Orissa where there is no proper arrangement of light and water during night; and

(c) the steps taken by Government to improve facilities at those stations?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI BANDARU DATTATRAYA): (a) to (c) Railways have been able to provide minimum essential amenities including drinking water in qualitative terms as per laid down norms, at all stations including those in the State of Orissa. The deficiencies, wherever existing, are in quantitative terms. For example, a station is counted as deficient in drinking water arrangement if 10 taps are available as against norms of 12 taps at a particular category of station though the arrangement for drinking water is available. Railways are endeavouring to eliminate such cases also.

Drinking water, supplied at all Railway Stations in Orissa, is potable. At all stations, water is supplied from either Railways' own sources or from outside sources like municipality, private water tankers or even water special trains etc. after chlorination to ensure that drinking water is safe. Also, requirement *vis-a-vis* availability of water at various stations

is reviewed every year ahead of the summer season and necessary action taken to ensure adequate supply of water. Water coolers, mobile water trollies, *matkas* are arranged for better availability of water to the passengers. Many NGOs also supplement water to passengers by *piaos.*

Further, all the Railway stations in Orissa, which qualify the norms for electrification, have been electrified.

Flouting of safety rules

695. SHRIMATI N.P. DURGA: Will the Minister of RAILWAYS be pleased to state:

(a) the details of safety rules that are to be followed by passengers, railways, etc.;

(b) whether any incident of flouting of safety rules have come to the notice of the Railways during the last three years;

(c) if so, the details of complaints received in the Ministry in this regard; and

(d) action that has been contemplated by the Railways on those complaints?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI BANDARU DATTATRAYA): (a) to (d) There are prescribed rules for safety in train operation and maintenance which are governed through Rule Books, Codes and Manuals. Passengers are supposed to observe necessary safety precautions while travelling in train and while at station. There exists established system of checks and super checks through inspections that ensures proper observance of Rules by Railway Staff.

Passengers are warned through Public Address System and Notice Boards to observe necessary precautions specially against potential fire hazards, opening or breaking of level crossing gate, roof travelling, trespassing, etc. Regular drives are conducted to nab offenders.

During the years 2000, 2001 and 2002; more than 4.5 lakh persons were arrested/convicted under various sections of the Railways Act, 1989 and approximately Rs. 4.9 crores were realised as fine from them.